



FBI

Federal Mail Best Practices John G. Turner



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Issues Being Addressed

In 2012, the FBI's Facilities and Logistics Services Division Logistics Unit (FLSD/LU) explored obtaining web-based postage service in an effort to reduce mailing and shipping infrastructure cost at multiple offices across the FBI. This was mainly due to required budget cuts in the operations that had to be made in the fiscal year of 2013.



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Improved efficiencies and effectiveness from old way of doing things to better processes

The FBI's previous system employed 430 vendor postage meters for use at FBI Headquarters, 56 Field Offices, and numerous Resident Agencies across the United States.





Improved efficiencies and effectiveness from old way of doing things to better processes

This required an annual expenditure of over \$1.2M for rental and maintenance of costly equipment and additional supplies to help maintain the operational functions and usage for processing mail.





Improved efficiencies and effectiveness from old way of doing things to better processes

As a web-based system, Stamps.com requires no additional equipment using internet access and color printers already present in FBI offices. The only supplies that are needed are Net-Stamps for printing the postage stamps and address labels.

POSTAGE ON DEMAND™
Print your own stamps and shipping labels in seconds.



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Data showing how changes benefit agency/mail center(s) and collection methodology

The Logistics Unit reviewed USPS mail volume at all locations and identified 394 mail meters for conversion to Stamps.com service. During the first year of implementation of Stamps.com there were 400 accounts established for use by Headquarters' divisions, Field Offices, and Resident Agencies. That was later reduced to 331 accounts.





Data showing how changes benefit agency/mail center(s) and collection methodology

Each account cost was billed at a discounted rate of \$21.95 per account from the GSA schedule. Stamps.com also included free scales to all locations for weighing envelopes and packages. The overall cost for the 331 accounts and initial supply of Net-Stamps totaled \$126,582.



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Vendor Postage Meters Leased or Purchased

Before the implementation of web-based postage there were 430 mail meters in use across the Bureau. The overall cost of the meters, maintenance plan, and supplies totaled \$1,250,457.





Vendor Postage Meters Leased or Purchased

There were a total of 394 meters removed and de-activated which resulted in a savings of \$1,124,875 for the first year and \$766,311 for the remaining years of the contract.





Changes/improvements to resources, human behavior, customer service, etc.

We created and implemented a step-by-step web-based training that was put on the FBI's Virtual Academy educational system to assist the end users with information on how to use the new Stamps.com program and manage their accounts.



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Describe changes/improvements to resources, human behavior, customer service, etc.

The implementation of Stamps.com was a success and most were pleased with using the new program to process mail in the field offices and resident agencies.





Changes/improvements to resources, human behavior, customer service, etc.

The implementation of web-based postage/Stamps.com has saved the FBI money and has also improved the efficiency of processing mail with an innovative product that has more than proved its worth.





Expenses incurred in implementing the improved business practice and anticipated return on investment (ROI)

There were no additional expenses incurred in implementing the web-based postage business practice. There was a total of 394 meters removed and deactivated which resulted in a savings of \$1,124,875 for the first year and \$766,311 return on investment (ROI) for each of the remaining years on the contract.





Expenses incurred in implementing the improved business practice and anticipated return on investment (ROI)

The recurring annual cost for Stamps.com is now down to \$89,219. This has resulted in an overall annual savings of over \$390K.





Questions and Answers?





Conclusion/Contact Information

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